Annex No. 8 – Postal Terms and Conditions – Basic Postal Services

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**Part I**

**Domestic mail**

**Part one**

**Basic provision**

##### Article 1

##### Provision of postal services

1. The postal services listed in this section are provided by Česká pošta, sp . (hereinafter referred to as " company " ) on the basis of Act No. 29/2000 Coll., on postal services and on the amendment of certain laws (Act on postal services).

2. If a contractual partner of the company participates in the provision of the postal service, it acts on the company’s behalf and on the company’s account.

3. If the term "post office" is used in the following text , it means the establishment of the company or its contractual partner, which participates in the provision of postal services.

##### Article 2

##### Contents of the mail

1. The content of a postal shipment can, with the exceptions listed below, be made up of any items.

2. They must not be the contents of the mail

a) explosives,

b) weapons and ammunition in the sense of Act No. 119/2002 Coll., on firearms and ammunition,

c) nuclear materials aradioactive substances,

d) narcotic and psychotropic substances,

e) poisonous and corrosive substances,

f) infectious biological substances and human or animal samples in which there is reason to fear that infectious biological substances are present in them,

g) solid carbon dioxide,

h) pressure vessels, compressed or liquefied gases and gases in solutions,

i) biological agent and toxins,

j) oxidizing, flammable and other substances and mixtures that are classified as dangerous according to Article 3 of Regulation of the European Parliament and of the Council (EC) No. 1272/2008 of 16. of December 2008 on the classification, labeling and packaging of substances and mixtures , on the amendment and repeal of directives 67 / 548/EEC and 1999/45/EC and on the amendment of regulation ( EC ) no . 1907/2006, and decree no . 474/2002 Coll., which implements Act No. 281/2002 Coll., on certain measures related to the prohibition of bacteriological (biological) and toxin weapons and on the amendment of the Trade Act

k) living vertebrates,

l) protection of wild animals and protected wild plants.

m) things, the postal transport of which is in violation of legal regulations.

3. If the case does not apply according to paragraph 2, only if the following special conditions are met, the contents of the mail can be

a) perishable biological substances - on the condition that the spoiled substances do not disturb their surroundings with an odor and do not penetrate the envelope of the postal package,

b) other living animals than vertebrates and other than protected wild animals - on the condition that they do not need to be given special care and attention during the provision of the postal service ,

c) easily breakable items - on the condition that they are modified in a special appropriate way so that they cannot be damaged as a result of normal handling of the postal parcel ,

d) liquids - on the condition that they cannot leak out of the package of the postal item or seep through this package.

e) human or animal samples that are minimally likely to contain pathogens - provided that their packaging meets the requirements for the packaging of this type of human or animal samples set out in Annex A of the European Agreement on the International Carriage of Dangerous Goods by Road (ADR ), as promulgated by Ministry of Foreign Affairs Communication No. 8/2013 Coll.ms. ,

f) tires - on the condition that they will be packed in a closed solid package containing the entire contents of the shipment; tires not packed in accordance with the previous sentence can only be included in the postal package if
this is explicitly stipulated for a certain service.

4. Money, activated payment cards and other means of payment; vouchers for the purchase of goods or services; promissory notes, checks and other securities; objects of cultural, artistic or collectible value regardless of their age and price; jewelry [[1]](#footnote-2), precious stones, precious metals and products made from them, and other similarly valuable items may be included in the postal package only if this is expressly stipulated by a certain postal service .

##### Article 3

##### Packaging of postal items

1. The postal item must be adjusted and secured so that the items making up its contents

a) could not endanger human health and safety,

b) did not cause unpleasant sensory sensations,

1. could not damage other mail items or equipment used by the business.

2. The postal item must be secured in such a way that it is not possible to break into it without leaving obvious traces.

3. Outer and inner packaging must be adequate

a) the nature and weight of the things making up the content,

b) the method and duration of moving the postal item,

c) the manner in which the postal parcel will be handled during the provision of the postal service, including possible sorting with the help of mechanical devices.

4. Outer and inner packaging must be

a) strong enough to effectively protect the things constituting the contents against possible damage due to contact with other postal items (friction, pressure and impact),

b) sufficient so that the things making up the content are not damaged as a result of climatic influences.

5. Things making up the contents must be secured so that they cannot be damaged by friction, pressure and impact between themselves and the packaging or with each other.

6. The postal item must be adapted to allow safe and easy handling. If the weight of the postal item is more than 15 kg , the postal item must be adjusted so that it can be handled safely and easily by two people.

7. An unpackaged item can be a postal shipment only if it is sufficiently rigid and if

a) it is expressly prescribed in the following text, or

b) in order to meet the requirements according to paragraphs 1 to 6, it is not necessary to wrap the item and there is no danger that a part of the transported item could be separated during normal handling of the postal item.

8. The outer packaging of the postal shipment must not bear traces of previous use during the provision of the postal service.

##### Article 4

##### Postal address

1. The addressee's postal address must be specified so precisely that there are no doubts as to where and to whom the company should deliver the postal item.

2. The postal address in the following order contains

a ) designation of the addressee – in the case of a natural person, his or her first and last name, to which another identifier may be attached, e.g. date of birth, if used in accordance with legal regulations [[2]](#footnote-3); in the case of a legal entity, its name or business name, possibly also the designation of the relevant organizational unit,

b) if the postal item is to be delivered to the addressee through another natural or legal person (hereinafter referred to as the "intermediary"), also its sufficiently precise designation, but at most to the extent of the designation of the addressee according to letter a),

c) place of delivery – name of street, square, etc., if they are used in this place; house number, or apartment number; the name of the municipality, its part, etc., if it is not part of the data according to letter e),

d) postal code number assigned by the company to the post office, which is designated by the company as the address post office for the given postal address; instead of the postal code of the addressed mail, the postal code number assigned by the company to the place of delivery or a special postal code number assigned by the company to the addressee can be used,

e) the name of the postal address, or the name of the place of delivery.

3. If the postal item is to be delivered via a post box or delivery box, the postal address in the following order contains

a) designation of the addressee according to paragraph 2 letter and),

b) if the postal item is to be delivered to the addressee via an intermediary, also its sufficiently accurate marking, but at most to the extent of the addressee's marking according to paragraph 2 letter and),

c) the information "postal box " or other similar information supplemented by its number, or the designation of the delivery box specified by the company,

d) postal code number assigned by the company to the post office where the post box is set up, or to the post office that is supposed to deliver the postal item through the delivery box,

e) the name of the post office according to letter d).

The postal address according to this paragraph may not include data according to paragraph 2 letter C).

4. A poste restante address can also be used for a natural person. Such postal address in the following order contains

a) name and surname of the addressee, to which another identifier can be attached , e.g. date of birth, if used in accordance with legal regulations 1) ,

b) the indication "poste restante " ,

c) the postal code number assigned by the post company that was chosen to pick up the postal item,

d) the name of the post office according to letter c).

5. The designation of a legal entity, which could be confused with the designation of a natural person, must be supplemented in such a way as to prevent the danger of such confusion. If the address does not contain the name and (or) surname of a natural person, the parcel is delivered in the manner specified in this part for delivery to a legal entity.

6. If the addressee is the President of the Republic, a member of the Government, the President of the Constitutional Court, the Supreme Prosecutor, the President of the Supreme Audit Office, the Governor of the Czech National Bank, the Public Defender of Rights, a Member of Parliament, a Senator, a lawyer, a bailiff, a notary, a patent attorney, tax advisor or an entrepreneur who is a natural person, the shipment is delivered in the manner specified in this part for delivery to a natural person. If this shipment fails (or cannot) be delivered in the manner specified for delivery to a natural person, the company will attempt to deliver the shipment in the manner specified for delivery to a legal entity. The condition is that an addendum expressing the above-mentioned position of the addressee is given after or before the name and surname of the addressee.

7. If the postal address lists a legal entity first and a natural person second, the legal entity is considered the addressee. If it is in the post officethe first and last name of the natural person in the address and the designation of the legal entity in the second place, the addressee is considered to be a natural person, with the fact that the postal item is to be delivered through this legal entity. If in the postal address, instead of the name and surname of a certain natural person, only his function in a legal entity is indicated, the addressee is considered to be a legal entity.

8. If it is in the post officeseveral natural persons are listed in the address by their first and last names or by a common designation (e.g. "husband and wife " ), the company can consider any of them as the addressee.

9. The postal address of the sender must be indicated on the postal shipment, the submission of which is confirmed by the company . The postal address of the sender does not have to be indicated on a postal shipment, the submission of which is not confirmed by the company, unless otherwise determined by the company for a specific case. The provisions of paragraphs 1 to 8 on the addressee's postal address apply similarly to the sender's postal address. The postal address of the sender according to paragraph 3 may be supplemented with data according to paragraph 2 letter C); however, this addendum must be indicated by the words "living in " , "based in " , etc. and must not include a postal code.

However, if the sender's postal address is abroad , the provisions of Article 104 (postal conditions for postal items abroad) apply similarly.

##### Article 5

##### Items of mail

1. The postal address of the postal item must be written in Latin, legibly, clearly, in sufficiently large font and without overwriting; if the postal address is typewritten, on a computer, etc., the font must not be smaller than 0.25 cm. If the postal address is handwritten, the addressee designation must be written in block letters. The postal code and the name of the post office concerned must not be underlined.

2. The postal address must be written in such a way that it cannot be erased, altered or its legibility lost. In particular, it must not be written with a pencil, typescript or transcribing. The addressee's postal address must not be written in red or with a means containing a luminescent dye.

3. The postal addresses of the addressee and the sender must be written lengthwise on the side of the postal parcel which is most suitable for this purpose in terms of dimensions, arrangement, etc. (hereinafter referred to as the "address side of the parcel") . The smallest permissible dimensions of this page are 14 x 9 cm; Cylindrical postal items are permitted provided that they are at least 14 cm long and at least 3 cm in diameter. Mailing addresses cannot be written on the flap side of the envelope.

4. The company is entitled to place on the surface of the postal parcel its notes relating to the provision of postal services, stick its stickers on it and provide postage stamps and the surface of the postal parcel with impressions of its stamps, including advertising prints. A file mark or other similar note of the sender regarding its content may be indicated on the postal item .

5. The modification of the postal parcel must allow the affixing of postage stamps and handling according to paragraphs 3 and 4. For these purposes, a label with dimensions of at least 14 x 9 cm, which is stuck on the postal parcel, can also be used. If such modification is not possible for serious reasons, an address in a mail box approved by the company can be used; it must be firmly attached to the postal item.

6. Address information, postage stamps and notes are placed on the address side of the shipment as follows :

a) in the lower right quarter, the addressee's postal address,

b) in the upper right quarter of the postage stamp,

c) in the upper left quarter, the postal address of the sender; below it notes or stickers relating to the postal service chosen, the contents of the postal item or the manner in which the postal item is to be handled.

7. Selected additional services, arrangements and surcharges are indicated on the address page of the postal item or on the address label in the manner specified in the postal conditions, or on the address label using pictograms in the form approved for this purpose by the company.

##### Article 6

##### Conclusion of a contract for the provision of postal services

1. The contract for the provision of postal services (hereinafter referred to as the "contract") is concluded by postal submission (hereinafter referred to as the "submission").

2a. The provisions of the postal conditions may be deviated from, with the exception of articles 2 and 3, article 4 paragraphs 1, 5 and 7 and articles 45 and 47.

2. The rights and obligations of the sender and the company when providing the postal service are governed by the part of the postal terms and conditions chosen by the sender, as well as those deviations and additions to the postal terms and conditions agreed upon by the sender and the company.

3. The company does not examine the identity or eligibility of the natural person who requests the provision of the postal service.

4. Requests for the provision of postal services can be made at the time specified by the company

a) at authorized mail marked with the company logo,

b) for an employee of the company or its contractual partner outside the post office, who has been authorized to do so by the company in writing (hereinafter referred to as the "authorized employee " ),

c) in the cases mentioned below, also by placing it in a mailbox marked with an information label of the company.

5. If it is additionally proven that the company found or stated any information that contradicts the actual situation during the submission, the rights and obligations arising from the concluded contract are further governed by the actual situation.

##### Article 7

##### Conclusion of the contract, if the company does not confirm the submission

1. Mail may be placed in a mailbox. In such a case, the day of the nearest collection of the mailbox indicated on its information label is considered to be the day of submission; the day on which the postal item was actually placed in the mailbox is not taken into account.

2. If the postal item is submitted at the post office or at an authorized worker, the date of submission is considered the day on which the company was requested for postal service. However, if the relevant person in the premises of the post office or in the vicinity of an authorized worker expressed his will to request the provision of postal services, but due to reasons on the part of the company could not apply his request until the following day, the previous day is considered the day of submission.

3. The company can stamp the postal item with its stamp containing the date on which it was submitted.

##### Article 8

##### Conclusion of the contract, if the company confirms the submission

1. The day on which the company was requested for postal service is considered the day of submission. However, if the relevant person in the premises of the post office or in the vicinity of an authorized worker expressed his will to request the provision of postal services, but due to reasons on the part of the company could not apply his request until the following day, the previous day is considered the day of submission.

2. The company confirms the submission on a submission receipt, which has a form determined by the company. The delivery receipt filled out by the sender, unless otherwise agreed, according to the preprint, shall be submitted together with the postal item to which it relates ; for filling it out, the provisions of Article 5, paragraph 1 apply similarly. The data given by the sender in the delivery receipt must be identical to the data given on the address side of the postal item.

3. The post office or an authorized employee confirms on behalf of the company in the delivery receipt

a ) data provided by the sender,

b) which postal service was chosen,

c) registration number of the postal item ,

d) date of filing,

e) the price of the postal service; if the entire price was not paid in cash, the part of it that was paid in cash is also indicated at the same time,

f) the weight determined at the time of administration,

g) the size of the postal shipment, if it is decisive for determining the price,

h) all selected additional services, arrangements and surcharges.

4. Weight according to paragraph 3 letter f) shall be determined at least with the accuracy established for the relevant service, while rounding up. Up to the weight of the postal shipment according to paragraph 3 letter f) the weight of the documents attached to the postal shipment is also included (e.g. delivery note or document for cash on delivery payment). The dimensions of the postal shipment according to paragraph 3 letter g) are determined to the nearest centimeter, rounded up. If the weight or dimensions cannot be determined with the required accuracy when submitting to an authorized worker, a less accurate data will be entered in the submission receipt. The company will find out the exact weight or dimensions additionally as soon as possible, while communicating the found data to the sender without delay in the agreed manner; this information is valid unless it is an obvious incorrectness. If the specification of weight or dimensions has an effect on the price of the postal service, the sender and the company will settle the resulting differences without delay.

5. Filing number of the postal item according to paragraph 3 letter c) may be subsequently changed by the company in the case of submission to an authorized employee **.** The company will communicate the new filing number to the sender without delay in the agreed manner.

6. Abbreviations specified by the company are used in the filing receipt.

7. Upon request, the company will issue one or more copies of the filing receipt.

8. The company can stamp the postal item with its stamp containing the date on which it was submitted.

##### Article 9

##### The price of the postal service

1. The price of the postal service is determined according to the price list.

2. The price for the postal service, which is exempt from value added tax, is paid using postage stamps, which are affixed to the postal item before it is submitted.

3. If it is a postal shipment, the delivery of which is confirmed by the company, the entire price or part of it can also be paid in cash on delivery.

4. A different method than according to paragraphs 2 and 3 may be agreed for the payment of the price.

5. The sender is obliged to additionally pay the price or part of it,

a) if he did not pay it when submitting it, although he should have paid it,

b) if the obligation to pay it arose only after submission.

6. If the price or part of it has not been paid, while the postal item has been placed in the mailbox, the company will ask the addressee to pay this price or part of it, possibly increased by a special surcharge according to the price list, on behalf of the sender. If the addressee does not pay this amount, the company can return the postal item to the sender.

7. If a special surcharge is to be paid according to Article 12 , paragraph 2 or Article 14, paragraph 2, the company will ask the addressee to pay it. If the addressee does not pay this surcharge, the company can return the postal item to the sender.

8. Upon request, the company confirms the price that was paid in cash; this does not apply if the price paid in cash is stated in the delivery receipt.

9. Upon request, the company will confirm the amount that was paid in cash for the purchase of postage stamps.

**Part two**

**Services that can be chosen**

##### Article 10

##### Basic provision

1. A postal parcel can be delivered through one of the services listed in Articles 11 to 16. If the trade name of this service is used in the following text in the meaning of "postal parcel " , it means a postal parcel delivered under the conditions applicable to this service (e.g. "valuable writing " means a postal item submitted under the terms and conditions applicable to the "valuable writing " service ).

**Part three**

**Delivery**

##### Article 23

##### Demonstrating certain conditions for delivery

1. To prove the name and surname of a natural person, or another identifier, e.g. date of birth, can be used,

1. if it is a Czech citizen, an ID card issued in the Czech Republic , a driver's license issued in the Czech Republic or a travel document issued in the Czech Republic,
2. in the case of a foreigner who is a citizen of the European Union or a state that is a member of the European Free Trade Association, a travel document issued in a member state of the European Union or in a state that is a member of the European Free Trade Association, a driver's license issued in a member state of the European Union or in a state that is a member of the European Free Trade Association or another document proving the identity of a foreigner, issued in a member state of the European Union or in a state that is a member of the European Free Trade Association,
3. in the case of a foreigner who is not a citizen of the European Union or a state that is a member of the European Free Trade Association, a travel document that authorizes him to enter the territory of the European Union or a personal document issued in the Czech Republic that proves the foreigner's authorization to stay in the territory Czech Republic,
4. together with the document according to letter a), b) or c) at the request of a natural person, a public document issued in the Czech Republic not listed under letter a), b) or c). If this public document contains personal data of third parties, the natural person submitting this public document is responsible for handling this personal data.

2. The person who the document according to paragraph 1 letter a) , b), c) or d) submits to the company, must enable the company to record all the necessary data.

3. For the purposes of this part, the person who is authorized to accept the postal item on behalf of the addressee, who is a legal entity (hereinafter referred to as the "authorized person " ), is

a) a natural person over the age of 15 who works in premises marked with the addressee's name at a workplace designated as a filing office,

b) a natural person over the age of 15 who proves in accordance with paragraph 1 that he is the person who was identified as an authorized person in a credible written statement made by a legal entity or made on its behalf,

c) a natural person older than 15 years who presents the Customer Card of Česká pošta, sp ., whose holder is the addressee of the postal shipment. The presentation of the Customer Card of Česká pošta, sp . is also considered to be its display via the Pošta Online mobile application.

4. For the purposes of this part, a physical person over the age of 15 who proves in accordance with paragraph 1 that he is a person who has been authorized to receive the postal item in a credible written statement made by the addressee, the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

4a. Paragraph repealed

4b. Paragraph repealed

5. For the purposes of this part, the legal representative of the addressee who is a natural person (hereinafter referred to as the "legal representative of the addressee " ) is considered

a) a natural person who, in accordance with paragraph 1, proves that he is the person who was designated as the addressee's legal representative in a credible written statement; the statement must also state that the addressee is under 15 years of age,

b) a natural person who, in accordance with paragraph 1, proves that he is a person who has been appointed by the court as the guardian of the addressee, whose autonomy has been limited in such a way that he is not competent to perform actions related to the delivery,

c) a natural person who, in accordance with paragraph 1, proves that he is an authorized person in relation to a legal entity that was designated as the addressee's legal representative in a statement meeting the conditions under letter b).

6. For the purposes of this part , a natural person over the age of 15 who proves that he is the person whom the legal representative of the addressee is according to paragraph 5 letter a) authorized in a credible written statement to take over the postal item.

6a. Declaration according to paragraph 3 letter b) and paragraph 4 can be replaced by the presentation of a certificate issued by the company on the basis of a previously submitted declaration according to paragraph 3 letter b) or paragraph 4, the authorizing beneficiary referred to in paragraph 3 letter b) or paragraph 4, who proves his name and surname and date of birth in the manner described in paragraph 1, to accept the shipment on behalf of the addressee. The presentation of the certificate according to the previous sentence means the presentation of the recipient's (authorized) card issued by the company after 29/02/2008, or the presentation of the Customer Card of České pošta, sp., to which the recipient's card is established , together with the extended recipient's card issued by the company; possibly, when picking up a stored shipment at the post office, presentation of the Customer Card of České pošta, sp ., to which a recipient's card is set up, without an extended recipient's card. The presentation of the Customer Card of Česká pošta, sp . is also considered to be its display via the Pošta Online mobile application.

7. If the declaration according to paragraphs 3 to 6 is revoked, or if it is proven that due to a change in the addressee's personal circumstances, the conditions according to paragraph 5 letter a), b) or c) are met, the relevant natural person is no longer considered an authorized person, the addressee's agent, the addressee's legal representative or the addressee's legal representative's agent.

8. Declaration according to paragraph 3 letter b), paragraph 4, paragraph 5 letter a) and c) and paragraph 6 must be given to the company when the postal item is issued. This does not apply if the recipient proves himself with a certificate according to paragraph 6a.

##### Article 24

##### Delivery of a postal item whose receipt is not confirmed by the recipient

1. The provisions of this article apply to the delivery of ordinary writing or ordinary blind mail.

2. The company places a postal item with a postal address according to Article 4, paragraph 2, whose addressee is a natural person *,* in the place specified in the postal address, in the home mailbox of the addressee. It is considered the addressee's home mailbox

a) a mailbox that is marked with the addressee's name and surname;

b) if there is no mailbox in the location according to letter a), a mailbox that is marked with a surname identical to the surname of the addressee;

c) if there is no mailbox according to letter b), a mailbox which, taking into account the circumstances, can be assumed to have been set up by the addressee.

The company can also issue a postal item to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, anywhere, or to a natural person over the age of 15 who stays in an apartment, office, establishment or other closed space marked with a name and the addressee's surname or a surname identical to the addressee's surname.

3. A postal item with a postal address according to Article 4, paragraph 2, whose addressee is a legal entity, will be placed by the company in the place specified in the postal address in the home mailbox of the addressee. It is considered the addressee's home mailbox

a) mailbox, which is marked with the addressee's name;

b) if there is no box according to letter a), a box where it can be assumed that the addressee set it up, taking into account the circumstances.

The company may also issue the postal item to a natural person who proves that he is an authorized person in accordance with Article 23, paragraph 3, or to a natural person over the age of 15 who stays in an office, establishment or other closed space marked with the addressee's name.

4. If a postal item with a postal address in accordance with Article 4, paragraph 2 fails to be delivered in accordance with paragraph 2 or 3, the enterprise may issue it to a suitable natural person over the age of 15, in particular to one of the recipient's neighbors, who agrees that the postal item forwards to the addressee. If this person does not stay in an apartment, office, establishment or other closed space marked with his name and surname or a surname identical to his surname, he must prove his name and surname in accordance with Article 23, paragraph 1.

4a. If, according to paragraph 4, the postal item is successfully delivered, the company sends a written notice to the addressee using one of the methods mentioned in paragraphs 2, 3 and 6 to collect the delivered postal item from the designated recipient.

5. The procedure according to paragraph 4 is not possible if the addressee has given the company a written statement that he does not agree with this method of delivery.

6. If the addressee agrees, the company can put the postal item with the postal address according to Article 4, paragraph 2, into the delivery box.

7. If the attempt to deliver a postal item with a postal address according to Article 4, paragraph 2, by any of the methods mentioned in paragraphs 2 to 4 and 6 was not successful, or if such an attempt was not made by the company's decision, the company will store the postal item. The company gives the addressee an invitation to pick up the postal item within the specified period at the specified post office. The invitation may be given in writing by any of the methods mentioned in paragraphs 2, 3 and 6, by means of a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address.

8. The company will put the postal item with the postal address according to Article 4, paragraph 3, into the mailbox or the delivery box. If the addressee requests it in writing, the company will also put the postal item with the address according to Article 4, paragraph 2, into the mailbox, without attempting to deliver it by any of the methods mentioned in paragraphs 2 to 7.

9. If the addressee requests it in writing, the company stores the postal item with a postal address according to Article 4, paragraph 2 or 3, at the agreed post office, without attempting to deliver it by any of the methods mentioned in paragraphs 2 to 8.

10. The postal item with the postal address according to Article 4, paragraph 4, will be stored by the company at the post office that was chosen for picking up the postal item.

11. The company will issue the postal item deposited in accordance with paragraph 7,

a) if the addressee is a natural person, to a natural person over the age of 15 who submits a written or electronic invitation or to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1,

b) if the addressee is a legal entity, to a natural person over the age of 15 who submits a written or electronic request or who proves his name and surname in accordance with Article 23, paragraph 1 and proves that he is authorized in accordance with Article 23, paragraph 3 person.

12. If the company and the addressee so agree, the company will deliver the postal item stored in accordance with paragraph 7 using one of the methods specified in paragraphs 2 to 6.

13. The company will deliver the postal item stored in accordance with paragraph 9 in the manner described in paragraph 11, or in another manner agreed upon by the company and the addressee.

14. The company will issue the postal item stored in accordance with paragraph 10 to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1.

15. However, the company will not deliver the postal item according to paragraphs 11 to 14, if a period of 15 days has passed since the day it was ready for collection. The company will extend this period to 30 days at the request of the addressee.;

16. If the postal address according to Article 4 paragraph 2 letter b) or paragraph 3 letter b) an instruction for the postal item to be delivered to the addressee through an intermediary, the company will deliver it in the same way as if the addressee was an intermediary. However, the company does not hand over the invitation to pick up the postal item at the post office in accordance with paragraph 7 to the intermediary, but directly or through it to the addressee. In the event that a postal item with a postal address pursuant to Article 4, paragraph 2, is not delivered to the place specified in the postal address, it can be delivered either as if the addressee were an intermediary, or as if the intermediary is ignored.

17. If the addressee requests it in writing, the company will deliver the postal item with the address according to Article 4, paragraph 2, in the manner according to this paragraph, 16, athrough an intermediary over 15 years of age designated by the addressee.

18. If it is stipulated in this article that the company will issue a postal item to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, it will also be issued under the same conditions by the addressee's authorized representative, the addressee's legal representative or the addressee's legal representative's authorized representatives .

19. Pursuant to paragraph 18, the company shall not proceed if the postal item pursuant to paragraph 16 is to be delivered in the same manner as if the addressee were an intermediary.

20. If the company determines for a certain location that a postal item with a postal address pursuant to Article 4, paragraph 2, is not delivered to the place specified in the postal address, the company proceeds in the following manner when delivering the postal item:

a) if a delivery box has been set up for the addressee, the company will deliver the postal item in accordance with paragraph 6,

b) if the company and the addressee have agreed so in writing, the company will deliver the postal item to a place other than that indicated in the postal address,

c) if the addressee requests it in writing, the company will store the postal item at the agreed post office; the postal item will be delivered by the company in accordance with paragraph 13,

d) if it is not possible to proceed according to letter a), b) or c), the company stores the postal item at the nearest or best available post office; the postal item will be delivered by the company in accordance with paragraph 11, while in the case according to paragraph 16 the intermediary is not taken into account.

21. Disposition according to paragraph 5, 6, 8,9 a 13 aparagraph 20 letter b) and c) can only be applied by a natural person who proves that he is the addressee, the addressee's representative, the addressee's legal representative, the addressee's legal representative or an authorized person in accordance with Article 23, paragraph 1. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

22. The disposition according to paragraph 12 a15 can only be applied by the person who can reasonably be considered as the addressee, the addressee's agent, the addressee's legal representative, the addressee's legal agent or an authorized person, taking into account the circumstances. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

##### Article 25

##### Delivery of a postal item whose receipt is confirmed by the recipient and which is not intended for the recipient's own hands or for the recipient's own hands only

1. The provisions of this article apply to the delivery of registered mail, registered blind mail, valuable writing or valuable parcel, if the sender has not requested delivery to his own hands or delivery to his own hands exclusively to the addressee. The provisions of this article do not apply to delivery in a special way according to article 32 paragraph 3.

2. A postal item with a postal address according to Article 4, paragraph 2, whose addressee is a natural person, will be issued by the company at the place specified in the postal address

a) to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature, or

b) a natural person over the age of 15 who stays in an apartment, office, establishment or other closed space marked with the addressee's first and last name or a last name identical to the addressee's last name and who confirms receipt of the postal item with his signature.

A postal item can be delivered anywhere to a natural person according to letter a).

3. The procedure according to paragraph 2 letter b) is not possible if the addressee has given the company a statement in writing or in a manner determined by another company that the company can only deliver postal items to him.

4. A postal item with a postal address according to Article 4, paragraph 2, whose addressee is a legal entity, will be issued by the company at the place specified in the postal address

a) a natural person who proves that he is an authorized person in accordance with Article 23, paragraph 3, and who confirms the receipt of the postal item with his signature,

b) a natural person older than 15 years, who stays in an office, establishment or other closed space marked with the addressee's name, who proves his name and surname in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature.

5. If a postal item with a postal address in accordance with Article 4, paragraph 2 fails to be delivered in accordance with paragraph 2 or 4, the company may issue it to a suitable natural person over the age of 15, in particular to one of the addressee's neighbors, who agrees that the postal item will hand over to the addressee, and who will confirm receipt of the postal item with their signature. If this person does not stay in an apartment, office, establishment or other closed space marked with his name and surname or a surname identical to his surname, he must prove his name and surname in accordance with Article 23, paragraph 1.

5a. If, according to paragraph 5, the postal item is delivered, the company sends a written notice to the addressee using one of the methods mentioned in paragraphs 2, 3 and 6 of Article 24 to collect the delivered postal item from the designated recipient.

6. The procedure according to paragraph 5 is not possible in the case of the Valuable Writing service, or if

a) the addressee has given the company a statement in writing or in a manner determined by another company that he does not agree with this method of delivery,

b) the addressee has given the company a statement in writing or in another manner determined by the company that the company can only deliver postal items to him,

c) the stated price is higher than CZK 10,000.

7. If the addressee agrees, the company can put the postal item with the postal address according to Article 4, paragraph 2, into the delivery box. Only the person who can reasonably be considered the addressee, the addressee's agent, the addressee's legal representative, the addressee's legal agent or an authorized person, may take delivery of the postal item placed in the delivery box . The condition is that the addressee undertakes in writing to immediately confirm the receipt of the postal item to the company.

8. The procedure according to paragraph 7 is not possible in the case of the Valuable Writing service, or if

a) the stated price is higher than CZK 10,000,

b) upon delivery, the company must collect the cash on delivery amount.

9. If an attempt to deliver a postal item with a postal address according to Article 4, paragraph 2, by any of the methods mentioned in paragraphs 2, 4, 5 and 7 was not successful, or if such an attempt was not made by the company's decision, the company will store the postal item . The company gives the addressee an invitation to pick up the postal item within the specified period at the specified post office. The invitation may be given in writing by any of the methods mentioned in Article 24, paragraphs 2, 3 and 6, by means of a short text message (SMS) or by means of an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message (e-mail) is excluded if the sender has selected the "Delivery" additional service for the Recommended shipment service in the recommended writing option. If the written invitation cannot be delivered to the addressee in the above-mentioned manner, while the sender has used a special envelope according to Article 17, paragraph 4, which includes the invitation itself, the company will leave the invitation itself at the place of delivery. If the sender uses a special envelope according to Article 17, paragraph 4, which includes a separate invitation, he is responsible for the fact that the company does not have the obligations of the holder of postal secrecy to the extent according to a special legal regulation.

10. The postal item addressed to the delivery box pursuant to Article 4, paragraph 3, shall be placed in the delivery box by the company. Only the person who can reasonably be considered the addressee, the addressee's agent, the addressee's legal representative, the addressee's legal representative or an authorized person, may take delivery of the postal item placed in the delivery box. The condition is that the addressee undertakes in writing to immediately confirm the receipt of the postal item to the company.

11. The procedure according to paragraph 10 is not possible in the case of the Valuable Writing service, or if

a) the stated price is higher than CZK 10,000,

b) upon delivery, the company must collect the cash on delivery amount,

c) the addressee does not agree with this method of delivery.

12. If it is not possible to place the postal item in the delivery box according to paragraph 10, the company will store it. The company gives the addressee an invitation to pick up the postal item within the specified period at the specified post office. The invitation may be placed in a delivery box, delivered via a short text message (SMS) or delivered via an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message (e-mail) is excluded if the sender has chosen the additional service "Delivery" in the case of the Registered delivery service in the registered writing variant.

13. The postal item addressed in accordance with Article 4, paragraph 3, will be stored in the mailbox by the company. The company sends the addressee an invitation to pick up the postal item within the specified period at the post office where the post box is set up. The invitation can be placed in a mailbox, sent via a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message is excluded if the sender has chosen the additional service "Delivery" in the case of the Registered mail service in the registered writing variant. If the addressee requests it in writing, the company proceeds similarly with a postal item addressed in accordance with Article 4, paragraph 2, without attempting to deliver it by any of the methods specified in paragraphs 2 to 12.

14. If the addressee requests it in writing or in another manner determined by the company, the company will store the postal item with a postal address according to Article 4, paragraph 2 or 3, at the agreed post office, without attempting to deliver it by any of the methods specified in paragraphs 2 to 13; this does not apply if the sender uses a special envelope according to Article 17, paragraph 4, which has a green stripe.

14a. If the addressee of a registered package in the form of a registered package, a valuable letter or a valuable package requests it in a manner determined by the company, the company will postpone the first attempt to deliver the postal item at the place indicated in the postal address to the third, fourth or fifth working day after the delivery of the postal item.

14b. Paragraph repealed.

14c. Paragraph repealed.

15. The postal item with the postal address according to Article 4, paragraph 4, will be stored by the company at the post office that was chosen for picking up the postal item.

16. The postal consignment deposited in accordance with paragraph 9, 12 or 13 shall be issued by the company,

a ) if the addressee is a natural person, to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature,

b) if the addressee is a legal entity, to a natural person who proves his name and surname in accordance with Article 23, paragraph 1 and proves that he is an authorized person in accordance with Article 23, paragraph 3, and who confirms receipt of the postal item with his signature .

17 . If the company and the addressee have agreed to do so in a manner determined by the company, the company will deposit the postal item at a post office other than the designated post office, or deliver the postal item deposited in accordance with paragraph 9, 12 or 13 by one of the methods specified in paragraphs 2, 4, 5 and 7.

18. The company will deliver the postal item stored according to paragraph 14 in the manner according to paragraph 16. In order to prove that the natural person to whom the postal item is to be issued is an authorized person, the company and the addressee may, however, agree in writing on a different method than according to Article 23 paragraph 3.

19. The company will issue the postal item deposited in accordance with paragraph 15 to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature.

20. However, the company will not deliver the postal item in accordance with paragraphs 16 to 19, if a period of 15 days has passed since the day it was ready for collection. At the request of the addressee, the company will extend this period to 30 days; an extension of this period is not possible if the sender has indicated the note "Do not extend the period" on the postal item. In the case of an additional service according to Article 21 or 22, however, instead of a period of 15 days, the period according to Article 21 paragraph 1 letter a) or b) or Article 22 paragraphs 1 and 2; its extension at the request of the addressee is not possible.

21. If the postal address according to Article 4 paragraph 2 letter b) or paragraph 3 letter b) an instruction for the postal item to be delivered to the addressee through an intermediary, the company will deliver it in the same way as if the addressee was an intermediary. However, the company does not hand over the invitation to pick up the postal item at the post office in accordance with paragraph 9, 12 or 13, or even the instruction on the legal consequences, to the intermediary, but directly or through him to the addressee. In the event that a postal item with a postal address pursuant to Article 4, paragraph 2, is not delivered to the place specified in the postal address, it can be delivered either as if the addressee were an intermediary, or as if the intermediary is ignored.

22. If the addressee requests it in writing, the company will deliver the postal item with the address according to Article 4, paragraph 2, in the manner according to this paragraph, 21, athrough an intermediary over 15 years of age designated by the addressee.

23. If it is stipulated in this article that the company issues a postal item to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, it will also be issued under the same conditions by the addressee's authorized representative, the addressee's legal representative or the addressee's legal representative's authorized representatives .

24. Pursuant to paragraph 23, the company shall not proceed if the postal item pursuant to paragraph 21 is to be delivered in the same manner as if the addressee were an intermediary.

25. If the enterprise determines for a certain location that a postal item with a postal address pursuant to Article 4, paragraph 2, is not delivered to the place specified in the postal address, the enterprise proceeds in the following manner when delivering the postal item:

a) if a delivery box has been set up for the addressee, the company will deliver the postal item in accordance with paragraph 7,

b) if the company and the addressee have agreed in writing, the company will deliver the postal item to a place other than that specified in the postal address,

c) if the addressee requests it in writing, the company will store the postal item at the agreed post office; the postal item will be delivered by the company in accordance with paragraph 18,

d) if it is not possible to proceed according to letter a), b) or c), the company stores the postal item at the nearest or best available post office; the postal item will be delivered by the company in accordance with paragraph 16, while in the case according to paragraph 21 the intermediary is not taken into account.

26. The enterprise sends the addressee an invitation to retrieve the postal item stored in accordance with paragraph 25 letter c) or d) picked up within the specified period at the relevant post office. The invitation may be given in writing by any of the methods according to Article 24, paragraphs 2, 3 and 6, by means of a short text message (SMS) or by means of an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message (e-mail) is excluded if the sender has chosen the additional service "Delivery" in the case of the Registered delivery service in the registered writing variant. If it is not possible to deliver the invitation by means of a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address or by any of the methods according to Article 24, paragraphs 2, 3 and 6, because it is a case according to Article 24, paragraph 20, the invitation is forwarded to one of the methods according to Article 24, paragraph 20 letter a) to c). However, the invitation will not be delivered to the addressee in the event that the mail agreed pursuant to paragraph 25 letter c) is the same as the post agreed pursuant to Article 24 paragraph 20 letter C).

it is not possible to proceed in any of the mentioned ways, the company will not forward the invitation to the addressee.

27. If the sender indicated the note "Do not store" on the registered delivery in the registered writing variant, blind registered delivery or valuable writing, the company may store the postal delivery only in the case according to paragraph 14 , paragraph 25 letter c) or d) or if it is a postal item addressed to a natural person at the address of the registered office in the sense of Act No. 133/2000 Coll., on the registration of residents. The company can only deliver a postal item stored in this way on the day on which it was ready for collection. If the postal item marked "Do not store" was placed in the delivery box according to paragraph 7 or paragraph 10, the company will pick it up from the delivery box on the next working day after the day it was placed in the delivery box .

28. In the case of an additional service according to Article 17, the company shall state in the delivery note according to Article 17, paragraph 3, the day when the postal item was stored according to paragraph 9, paragraphs 12 to 15 or paragraph 25 letter c) or d) ready for collection; however, in the case according to paragraph 27, he will not include this day in the delivery.

29. If, in the case of an additional service pursuant to Article 17, the postal item has been delivered, the company shall indicate the day on which it was delivered in the delivery notice pursuant to Article 17, paragraph 3. The delivery, which has other requirements according to Article 27, paragraph 1 or 2, will be handed over by the company to the sender without delay.

30. In the delivery according to Article 17, paragraph 4, the company shall provide all the data that the sender requires according to the preprint. The delivery, which has other requirements according to Article 27, paragraph 1 or 2, will be handed over by the company to the sender without delay.

31. If instructions on legal consequences are attached to the postal item, the company will pass them on to the addressee. In the case according to paragraph 7 or 10, the company will hand over instructions on the legal consequences together with the postal item, in the case according to paragraph 9, 12, 13 or 26, it will give it together with a written invitation for the addressee to pick up the postal item.

32. Disposition according to paragraph 6 letter a) b), paragraphs 7, 10, 11, 13, 14 a18 and paragraph 25 letter b) and c) can only be applied by a natural person who proves that he is the addressee, the addressee's representative, the addressee's legal representative, the addressee's legal representative or an authorized person in accordance with Article 23, paragraph 1. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

33. The disposition according to paragraph 17 a20 can only be applied by the person who can reasonably be considered as the addressee, the addressee's agent, the addressee's legal representative, the addressee's legal agent or an authorized person, taking into account the circumstances. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

##### Article 26

**Delivery of a postal item, the receipt of which is confirmed by the recipient and which is intended for the recipient's own hands or for the recipient's own hands only**

1. The provisions of this article apply to the delivery of registered mail, registered blind mail, valuable writing or valuable parcel, if the sender has requested delivery to his own hands or from delivery to his own hands exclusively to the addressee. The provisions of this article do not apply to delivery in a special way according to article 32 paragraph 3.

2. A postal item with a postal address according to Article 4, paragraph 2, whose addressee is a natural person, will be delivered by the company at the place specified in the postal address to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who will confirm postal shipments with his signature. Mail can be delivered to this natural person anywhere.

3. A postal item with a postal address in accordance with Article 4, paragraph 2, whose addressee is a legal entity, will be issued by the company at the place specified in the postal address to a natural person who proves his name and surname in accordance with Article 23, paragraph 1, who in accordance with Article 23, paragraph 3, proves that he is an authorized person , and who confirms receipt of the postal item with his signature.

4. If an attempt to deliver a postal item with a postal address according to Article 4, paragraph 2, by any of the methods mentioned in paragraphs 2 and 3 was not successful, or if such an attempt was not made by the company's decision, the company will store the postal item. The company gives the addressee an invitation to pick up the postal item within the specified period at the specified post office. The invitation may be given in writing by any of the methods listed in Article 24, paragraphs 2, 3 and 6, by means of a short text message (SMS), or an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message is excluded if the sender has selected the additional service "Delivery" for the Recommended shipment service in the writing recommendation variant . If the invitation according to the previous sentence cannot be delivered to the addressee in this way, while the sender has used a special envelope according to Article 17, paragraph 4, which includes the invitation itself, the company will leave the invitation itself at the place of delivery. If the sender uses a special envelope according to Article 17, paragraph 4, which includes a separate invitation, he is responsible for the fact that the company does not have the obligations of the holder of postal secrecy to the extent according to a special legal regulation.

5. Pursuant to paragraph 4, the company does not proceed if it is clear from the circumstances that the addressee, who is a natural person, would not be able to pick up the postal item at the designated post office due to restrictions on freedom of movement or due to his health condition. If it is possible in such a case, the company will hand over the postal item to the legal entity whose postal address is in accordance with Article 4 paragraph 2 letter b) or paragraph 3 letter b) identified as an intermediary who has access to the addressee, and who has undertaken in writing to the company to arrange the delivery of the postal item to the addressee immediately after acceptance (hereinafter referred to as the "intermediary" ) . The company hands over the postal item to a natural person, whom the intermediary has authorized to take over the postal item from the company.

5a. Delivery mediation is only possible under the following conditions:

a) taking into account the circumstances, it can be reasonably assumed that the intermediary will ensure delivery to the addressee in a proper manner,

b) the intermediary company has instructed the intermediary in writing about the obligations that must be complied with during the delivery,

c) the intermediary concluded a written agreement with the company in which

1. undertakes that delivery to the addressee as soon as possible after taking over means that he will comply with the obligations under letter b) and that in the event that the postal item cannot be delivered, he will return it to the company without delay,

2. it is determined how the intermediary will hand over the documents related to the delivery to the company.

6. The postal item with the postal address according to Article 4 paragraph 3 shall be stored by the company. The company gives the addressee a request to pick up the postal item placed in the delivery box within the specified period at the specified post office, or to collect the postal item placed in the post box within the specified period at the post office where the post box is set up. The invitation can be placed in a delivery box, a letter box, sent via a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message is excluded if the sender has chosen the additional service "Delivery", in the case of the Recommended shipment service in the writing recommendation variant. If the addressee requests it in writing, the company proceeds similarly with postal items addressed in accordance with Article 4, paragraph 2, without attempting delivery by any of the methods specified in paragraphs 2 to 5.

7. If the addressee requests it in writing or in a manner determined by another company, the company will deposit the postal item with a postal address according to Article 4, paragraph 2 or 3, at the agreed post office, without attempting to deliver it by any of the methods specified in paragraphs 2 to 6; this does not apply if the sender uses a special envelope according to Article 17, paragraph 4, which has a green stripe.

7a. If the addressee of a registered package in the form of a registered package, a valuable letter or a valuable package requests it in the manner specified by the company, the company will postpone the first attempt to deliver the postal item at the place indicated in the postal address to the third, fourth or fifth working day after the delivery of the postal item.

7b. Paragraph repealed.

7c. Paragraph repealed.

8. The postal item with the postal address according to Article 4, paragraph 4, will be stored by the company at the post office that was chosen for picking up the postal item.

9. The company will issue the postal item deposited in accordance with paragraph 4 or 6,

a) if the addressee is a natural person, to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature,

b) if the addressee is a legal entity, to a natural person who proves his name and surname in accordance with Article 23, paragraph 1 and proves that he is an authorized person in accordance with Article 23, paragraph 3, and who confirms receipt of the postal item with his signature .

10 . If the company and the addressee have agreed to do so in a manner determined by the company, the company will deposit the postal item at a post office other than the one specified, or deliver the postal item deposited in accordance with paragraph 4 or 6 by one of the methods specified in paragraphs 2 and 3.

11. The company will deliver the postal item stored according to paragraph 7 in the manner according to paragraph 9.

12. The company will issue the postal item deposited in accordance with paragraph 8 to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, and who confirms receipt of the postal item with his signature.

13. However, the company will not deliver the postal item in accordance with paragraphs 9 to 12 if a period of 15 days has passed since the day it was ready for collection. At the request of the addressee, the company will extend this period to 30 days; an extension of this period is not possible if the sender has indicated the note "Do not extend the period" on the postal item. In the case of an additional service according to Article 21 or 22, however, instead of a period of 15 days, the period according to Article 21 paragraph 1 letter a) or b) or Article 22 paragraphs 1 and 2; its extension at the request of the addressee is not possible.

14. If the postal address according to Article 4 paragraph 2 letter b) or paragraph 3 letter b) an instruction for the postal item to be delivered to the addressee through an intermediary, the company proceeds according to paragraphs 4 to 7. The company forwards the invitation to pick up the postal item at the post office according to paragraph 4 or 6 to the addressee directly or through an intermediary.

15. If the addressee requests it in writing, the company will deliver the postal item with the address according to Article 4, paragraph 2, in the manner according to this paragraph, 14, athrough an intermediary over 15 years of age designated by the addressee.

16. If it is stipulated in this article that the company issues a postal item to a natural person who proves that he is the addressee in accordance with Article 23, paragraph 1, it will also be issued under the same conditions by the addressee's authorized representative, the addressee's legal representative or the addressee's legal representative's authorized representatives .

17. The procedure according to paragraph 16 is not possible in the case according to article 19.

18. If the company determines for a certain place that a postal item with a postal address according to Article 4, paragraph 2, is not delivered to the place specified in the postal address, the company proceeds in the following way when delivering the postal item:

a) if the company and the addressee have agreed in writing, the company will deliver the postal item to a place other than that specified in the postal address,

b) if the addressee requests it in writing, the company will store the postal item at the agreed post office; the postal item will be delivered by the company in accordance with paragraph 9,

c) if it is not possible to proceed according to letter a) or b), the company stores the postal item at the nearest or best available post office; the postal item will be delivered by the company in accordance with paragraph 9.

19. The enterprise sends the addressee an invitation to retrieve the postal item stored in accordance with paragraph 18 letter b) or c) picked up within the specified period at the relevant post office. The invitation may be given in writing, in one of the ways according to Article 24, paragraphs 2, 3 and 6, by means of a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address. Sending a request via a short text message (SMS) or an electronic message is excluded if the sender has chosen the additional service "Delivery", in the case of the Recommended shipment service in the writing recommendation variant. If it is not possible to deliver the invitation by means of a short text message (SMS) or an electronic message (e-mail) sent to the addressee's e-mail address, or by any of the methods according to Article 24, paragraphs 2, 3 and 6, because it is a case in accordance with Article 24, paragraph 20, the invitation is forwarded to one of the methods according to Article 24, paragraph 20 letter a) to c). However, the invitation will not be forwarded to the addressee in the event that the mail agreed pursuant to paragraph 18 letter b) is the same as the post agreed pursuant to Article 24 paragraph 20 letter C). If it is not possible to proceed in any of the mentioned ways, the company will not forward the invitation to the addressee.

20. If the sender indicated the note "Do not store" on the registered mail in the registered writing variant, blind registered mail or valuable writing, the company may store the mail only in the case according to paragraph 6, paragraph 7, paragraph 18 letter b) or c) or if it is a postal item addressed to a natural person at the address of the registered office in the sense of Act No. 133/2000 Coll., on the registration of residents. The company can only deliver the postal item stored in this way on the day on which it was ready for collection .

21. In the case of an additional service according to Article 17, the company shall state in the delivery note according to Article 17, paragraph 3, the day when the postal item was stored according to paragraph 4, paragraphs 6 to 8 or paragraph 18 letter b) or c) ready for collection; however, in the case according to paragraph 20, this day will not be included in the delivery.

22. If, in the case of an additional service pursuant to Article 17, the postal item has been delivered, the company shall state the date on which it was delivered in the delivery notice pursuant to Article 17, paragraph 3. The delivery, which has other requirements according to Article 27, paragraph 1 or 2, will be handed over by the company to the sender without delay.

23. In the delivery according to Article 17, paragraph 4, the company shall provide all the information that the sender requires according to the preprint. The delivery, which has other requirements according to Article 27, paragraph 1 or 2, will be handed over by the company to the sender without delay.

24. If an instruction on legal consequences is attached to the postal item, the company will give it to the addressee together with a written invitation to collect the postal item.

25. Disposition according to paragraph 6, 7 aparagraph 18 letter a) and b) can only be applied by a natural person who proves that he is the addressee, the addressee's representative, the addressee's legal representative, the addressee's legal representative or an authorized person in accordance with Article 23, paragraph 1. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

26. The disposition according to paragraph 10 a13 can only be applied by the person who can reasonably be considered the addressee, the addressee's representative, the addressee's legal representative, the addressee's legal representative or an authorized person, taking into account the circumstances. An addressee under the age of 15 cannot change the disposition applied by the legal representative of the addressee or the authorized representative of the legal representative of the addressee.

##### Article 27

##### Special conditions for delivery

1. In the case of an additional service according to Article 17, the company will deliver the postal item only on the condition that the recipient confirms receipt of the postal item in accordance with Article 25 or Article 26 also at the delivery address.

2. The provision of paragraph 1 does not apply if it is delivered in a special way according to Article 32, paragraph 3; in such a case, the company will confirm the delivery in this special way in the supplier.

3. In the case of an additional service according to Article 20 , the company will deliver the postal item only on the condition that the recipient pays the cash on delivery amount upon delivery. Payment of the cash on delivery amount will be confirmed by the company in writing to the recipient at his request, including data on the postal service, which was part of the collection of the cash on delivery amount.

##### Article 28

##### Eligibility to act in relation to delivery

1. If the recipient is required to be at least 15 years of age according to Articles 23 to 26 and there are reasonable doubts as to whether the recipient has reached this age, the company will deliver the postal item only on the condition that the recipient provesreaching this age limit with a national identity card or other document according to Article 23, paragraph 1.

2. If there are reasonable doubts as to whether the person who made the declaration according to Article 23, paragraphs 3 to 6, is older than 15 years, the enterprise is obliged to verify the fulfillment of this condition in the manner according to Article 23, paragraph 1; if this condition is not met, the declaration is considered invalid.

##### Article 29

##### Change of place of delivery

1. The company may deliver a postal item to a place other than that indicated in the postal address, if the addressee or intermediary has requested it pursuant to Article 26, paragraph 5 (hereinafter referred to as "delivery").

2. The procedure according to paragraph 1 is not possible if the sender has indicated " Do not send" on the postal item in the case of the service [Recommended shipment](#_Článek_13) , [Recommended blind shipment](#_Článek_14) , [Valuable writing](#_Článek_15) , [Valuable package](#_Článek_16) .

##### Article 30

##### Death and demise of the addressee

1. If, in the case of registered mail, registered blind mail, valuable writing or valuable package, the company knows that the addressee has died, the company may not deliver the postal item.

2. If the company knows that the addressee, who is a legal entity, has ceased to exist, the company may not deliver the postal item.

3. The provision of paragraph 2 does not apply if another legal entity proves that it is the legal successor of the addressee; in such a case, the company will deliver the postal item in the same way as if this legal entity were the addressee.

##### Article 31

##### Special Delivery Provisions

1. If a postal item is to be delivered in accordance with Article 4, paragraph 6, in the manner specified in this part for delivery to a legal entity, the enterprise shall deliver it similarly in accordance with the provisions of Articles 23 to 30 on the delivery of a postal item addressed to a legal entity.

2. If the sender designated as the addressee someone who is not a natural or legal person, the company will deliver the postal item similarly according to those provisions of articles 23 to 30, the use of which is most appropriate with regard to the nature of the person designated as the addressee.

3. If the recipient, who is required to confirm the receipt of the postal item with his signature, is unable to sign, he must confirm the receipt of the postal item in another way. The company is obliged to ensure that the fulfillment of the condition according to the first sentence is confirmed by the signature of another suitable person who was present at the delivery of the postal item.

4. If the recipient, who is required to confirm the receipt of the postal item with his signature, is unable to unequivocally confirm the receipt of the postal item due to his health condition, the company is obliged to ensure that the delivery of the postal item is confirmed with his signature by another suitable person who was assigned to him present.

5. In cases determined by the company, the signature confirming receipt of the postal shipment is made through the company's electronic device.

6. If there is a reasonable suspicion that there has been damage to a postal item with an address according to Article 4, paragraph 2 or 3, the company may refrain from attempting delivery in accordance with Article 24, paragraphs 2 to 8, Article 25, paragraph 2 to 13 and Article 26, paragraphs 2 to 6.

##### Article 32

##### Return postage

1. If the addressee, the addressee's representative, the addressee's legal representative, the addressee's legal representative or an authorized person refuses to accept the postal item, the company will return the postal item to the sender without delay.

2. If the company failed to deliver the postal item according to the provisions of Articles 23 to 31, the company shall return the postal item to the sender without delay. This does not apply if it is delivered in a special way according to paragraph 3.

3. If the sender wrote the note "Do not return, put in the mailbox" on the registered shipment in the Recommended writing option or used a special envelope according to Article 17, paragraph 4, which has a green stripe, while at the same time not writing the note "Do not put in the mailbox" or "With the exception of putting in a mailbox", a company of a postal item that failed to be delivered by any of the methods according to Article 25, paragraph 2, 4, 5, 7, 10, 16, 17, 18, 19 or 23 or according to Article 26, paragraph 2, 3, 9, 10, 11, 12 or 16, instead of returning it to the sender, he puts it in the addressee's home box, post box or delivery box; shall state on the postal item when it was placed in the addressee's mailbox, mailbox or delivery box. However, in the cases according to Article 25, paragraph 18 and Article 26, paragraph 11, the company proceeds according to the previous sentence only if the addressee has a post office box set up. The addressee's home box is considered to be the home box according to Article 24, paragraphs 2 and 3. However, if this is not possible, the company will return the postal item to the sender. If an instruction on legal consequences is attached to the postal item, the company will give it to the addressee together with the postal item.

4. If the sender has used a special envelope in accordance with Article 17, paragraph 4, which includes a self-notification, and the postal item cannot be placed in the addressee's mailbox, mailbox or delivery box according to paragraph 3, the company will leave the attached self-notification at the place of delivery. If the sender uses a special envelope according to Article 17, paragraph 4, which includes a separate notification, he is responsible for the fact that the company does not have the obligations of the holder of postal secrecy to the extent according to a special legal regulation.

5. If the company failed to deliver the postal item because the addressee did not pick it up from the delivery box within the time limit according to Article 24, paragraph 15 or Article 25, paragraph 20, the company will take it back and return it to the sender without delay.

6. If the sender's postal address is abroad, the company will not return the postal item to the sender.

7. When returning a postal item to the sender, the same procedure is followed according to the provisions of the third part valid for delivery.

8. The company is obliged to include a note on the returned postal item about the reason why it was not delivered.

9. In the case of an additional service according to Article 17, the company, together with the returned postal item, gives the sender a delivery note with the information according to Article 25, paragraphs 28 and 30 and Article 26, paragraphs 21 and 23.

10. If an instruction on legal consequences is attached to the mail, and if possible, the company will give it to the addressee before returning the mail.

11. A different method than according to paragraphs 1 to 6 may be arranged for the return of the postal item.

**Part four**

**Special provisions on the provision of postal services**

##### Article 33

##### Opening of a postal shipment by the company's decision

1. If it is possible and considering the appropriate circumstances, the company will invite the sender to open the mail.

2. If the sender is not present when opening the mail, two natural persons authorized by the company must be present at the opening. If, taking into account the circumstances, it is possible to ensure the presence of only one natural person authorized by the company, the postal item can only be opened on the condition that another suitable natural person is present as a witness.

3. A written record shall be made of the opening of the postal item; if the sender was present when the mail was opened, the company will issue a copy of the record to him upon request. A copy of the record will be issued by the company to the recipient upon delivery of the postal item, or to the sender upon its return.

4. The provisions of paragraphs 1 to 3 do not apply to the repair of the packaging of a postal item, in which the original packaging is at least partially preserved.

##### Article 35

##### Storage of mail

1. Postal items that cannot be delivered or returned will be kept by the company.

2. Paragraph repealed

3. If the sender at any post office asks the company to search for a postal item that could be preserved, the company will try to do so; if it finds it, it releases the parcel to the sender.

##### Article 36

##### Sale of a postal item or part of it

1. The enterprise is authorized to sell the postal item or its part

a) after the expiration of six months from submission, if it is not possible to deliver or return the registered mail, registered blind mail, valuable writing or valuable package,

b) after the expiration of one month from submission, if it is not possible to deliver or return ordinary writing or ordinary blind mail,

c) after the expiration of six months from submission, if it is not possible to deliver the registered mail, registered blind mail, valuable writing or valuable package, while the sender's postal address is abroad,

d) after the expiration of one month from submission, if it is not possible to deliver ordinary writing or ordinary blind mail, while the sender's postal address is abroad,

e) Paragraph repealed

The company can reasonably shorten these periods if there is a reasonable fear that the contents of the postal shipment will deteriorate.

2. The company is entitled to immediately sell the postal shipment or part of it, if it is clear that its contents or part of its contents will deteriorate before delivery.

3. When selling a postal item or part of it, the company takes into account that the sale is as advantageous as possible for the sender.

4. Two natural persons authorized by the company must be present at the sale of a postal item or its part. If, taking into account the circumstances, it is possible to ensure the presence of only one natural person authorized by the company, the sale can only be carried out on the condition that another suitable natural person is present as a witness.

5. A written record shall be made of the sale of the postal item or part of it, which shall be kept. If only part of the mail was sold, the company will issue a copy of the record to the recipient when the mail is delivered, or to the sender when it is returned.

6. If the company has failed to release the net sales proceeds to the sender, the company will do so without delay after the sender requests the release of the net sales proceeds at any post office.

##### Article 37

##### Destruction of a postal item or part thereof

1. The company is entitled to destroy the postal shipment or its part

a) after the expiration of six months from submission, if it is not possible to deliver or return the registered mail, registered blind mail, valuable writing or valuable package,

b) after the expiration of one month from submission, if it is not possible to deliver or return ordinary writing or ordinary blind mail,

c) after the expiration of six months from submission, if it is not possible to deliver the registered mail, registered blind mail, valuable writing or valuable package, while the sender's postal address is abroad,

d) after the expiration of one month from submission, if it is not possible to deliver ordinary writing or ordinary blind mail, while the sender's postal address is abroad,

e) Paragraph repealed.

The company can reasonably shorten these periods if it is necessary to ensure the protection of people's health.

2. The company is entitled to immediately destroy a postal shipment or part of it if its contents have completely deteriorated or if this is necessary to ensure the protection of people's health.

3. The destruction of a postal item or its part must be attended by two natural persons authorized by the company. If, taking into account the circumstances, it is possible to ensure the presence of only one natural person authorized by the company, the postal item or part of it may be destroyed only on the condition that another suitable natural person is present as a witness.

4. A written record shall be made of the destruction of the postal item or its part, which shall be kept. If only part of the mail was destroyed, the company will issue a copy of the record to the recipient when the mail is delivered, or to the sender when it is returned.

##### Article 38

##### Sender's request to change the concluded contract

1. If the sender requests that the company does not deliver the postal item, or that the company delivers the postal item under conditions other than those originally agreed upon, he must

a) in the case of the service of ordinary writing or ordinary blind mail, to state all the data about the postal shipment that are necessary for this purpose,

b) in the case of registered mail, registered blind mail, valuable writing or valuable package, submit a delivery receipt.

2. The request according to paragraph 1 is considered a proposal to change the concluded contract; the contract is changed by the first action taken by the company in accordance with this request.

3. The company is not responsible for the consequences of the fact that the postal service was provided under the originally agreed conditions, if it made all the efforts that could be required to ensure the provision of the postal service according to the newly agreed conditions.

4. If there are serious reasons for this, the company may refuse to accept the request under paragraph 1.

##### Article 39

##### Sender's request for additional submission confirmation

1. If the sender requests an additional submission confirmation, while presenting a submission receipt, the company will comply.

2. If the sender requests additional confirmation of submission without submitting a submission receipt, the company will only comply if the submission can be proven from the company's documents or otherwise. Additional costs for the actions necessary for this are paid by the sender.

##### Article 40

##### Delivery complaint

1. A complaint according to this article can be made in the case of registered mail , registered blind mail, valuable writing or valuable package.

2. The sender can complain about delivery at any post office within one year of submission. The company accepts the complaint only on the condition that the complainant submits a delivery receipt or proves the conclusion of the postal contract in another credible way. Based on the complaint, the company will find out whether and how the postal item was delivered. If the complainant does not provide the Company with an accurate description of the contents of the shipment, the Company may reject the complaint if failure to provide the exact contents of the shipment prevents proper investigation of the complaint. The sender's or addressee's objection, questioning the probative value of the signature as proof of delivery of the postal item solely because the signature was obtained and stored via an electronic device, is disregarded.

3. If it is found that the claimed postal item was delivered in accordance with the concluded contract, the company will notify in writing the person on whose behalf the claim was made (hereinafter referred to as the "complainant") when and how it was delivered. If the complainant is a sender who has requested an additional service according to Article 17, the company will at the same time give him a delivery note that has the requirements according to Articles 25 to 27. If it is not possible to achieve that the delivery note contains the recipient's signature confirming receipt of the postal item, the company will give the sender a copy document confirming delivery, if he has it available and confirms to the delivery person that the recipient's signature on the attached copy of the document replaces his signature on the delivery person. If the postal item was delivered in a special way according to Article 32, paragraph 3, the company shall indicate in the delivery note when and how it was delivered.

4. If it is found that the claimed postal item was delivered to a person who was authorized to receive it according to the concluded contract, but the delivery took place in a different way than according to the concluded contract or only after the expiry of the period agreed in the contract, the company will notify the claimant in writing when and how how the mail was delivered and what defect occurred. If the complainant is a sender who has requested an additional service according to Article 17, the company will at the same time give him a delivery note that has the requirements according to Articles 25 to 27. If it is not possible to achieve that the delivery note contains the recipient's signature confirming receipt of the postal item, the company will give the sender a copy document confirming delivery, if he has it available
and confirms to the delivery person that the recipient's signature on the attached copy of the document replaces his signature on the delivery person.

5. If it is found that the claimed postal item was not delivered, but it was handled in a manner that is in accordance with the Act on Postal Services, with other laws and with the concluded contract, the company will notify the complainant in writing of the information found.

6. If it is not proven that the claimed postal item was made available to any of the persons who were authorized to receive it according to the concluded contract, and it is not a case according to paragraph 5 or delivery in a special way according to Article 32, paragraph 3, it is considered that the postal shipment for lost. The company shall notify the claimant of this fact in writing; further proceeds according to Article 45.

7. The sender can also apply for a delivery claim under this article via the company's web form. In such a case, deviating from the provisions of paragraphs 1 to 6 of this article, the following shall apply:

a) the claim will be accepted by the company only under the condition that the web form is properly and completely filled out,

b) there is no need to submit the original filing receipt when making a claim; however, the presentation of this original is a condition for the payment of any claim for a refund of the price or compensation for damages,

c) the sender, who presented the Customer Card of České pošta, sp ., when submitting the complained mail item, or the sender, who gave the company his e-mail address when submitting the complaint, may be notified in writing of the outcome of the complaint, sent via electronic message (e-mail ).

##### Article 42

##### Claims for damage or loss of content

1. A complaint according to this article can be made in the case of registered mail , registered blind mail, valuable writing or valuable package.

2. The addressee can complain to any post office that the postal item was delivered damaged or with a loss of content; if the postal item was delivered to a recipient other than the addressee, he is responsible for the addresseealso claim this recipient. On the basis of the complaint, the company will determine whether and to what extent damage or loss of the contents of the mail has occurred.

3. The company is not obliged to accept the complaint,

a) if it is not applied upon delivery of the postal item or within a period of two working days after its delivery,

b) if the claimed defect was already visible upon delivery,

c) if the company has notified the recipient of the possibility that the content has been damaged or lost.

4. The company is not obliged to accept a claim made after delivery, if the claimant does not present the postal item in the condition in which it was delivered, nor does it credibly document this condition otherwise.

5. If it is necessary to assess the justification of the complaint or to determine the amount of compensation that the company has to pay based on the complaint, the company is entitled to make the acceptance of the complaint conditional on the claimant leaving the postal item with the company for the necessary time or otherwise ensuring , so that the company can assess and find out the necessary facts.

6. When receiving a complaint, a written record is made of the status of the claimed postal item; a copy of this record will be issued by the company to the claimant upon request.

7. If it is discovered that the contents of the postal package have been damaged or lost, the company will notify the addressee of this fact in writing; further proceeds according to Article 45.

8. If it is found that the contents of the postal shipment have not been damaged or lost, the company will notify the addressee of this fact in writing. If the addressee still insists that the content has been damaged or lost, the company proceeds according to Article 45, paragraph 6.

9. The provisions of paragraphs 1 to 8 apply mutatis mutandis to claims for damage or loss of content when returning a postal item.

##### Article 43

##### Another complaint

1. A claim under this article can be made in those cases to which claims under articles 40 to 42 do not apply.

2. The sender or the addressee may complain to any post office within one year of submission that the company has not fulfilled its obligations under the concluded contract or that damage has occurred during the provision of the postal service. Based on the complaint, the company will find out whether and to what extent the obligation according to the concluded contract was not fulfilled or whether and to what extent the damage occurred. The company accepts a complaint only on the condition that the complainant substantiates it with all the data and documents necessary to assess its legitimacy.

3. The company shall notify the complainant in an agreed manner whether and to what extent the obligations under the concluded contract have not been fulfilled and whether and to what extent damage has occurred.

##### Article 43a Time limit for settlement of complaints

1. Unless otherwise agreed, the company will handle the complaint without undue delay, no later than 30 days from the day the complaint is made.
2. If the company cannot continue handling the complaint due to reasons on the part of the sender or the recipient, the period for notification of the result of the complaint according to paragraph 1 is delayed until the obstacle is removed.
3. If the complainant expresses disagreement with the processing of the complaint by the company , the company will review the method of handling the complaint and inform the complainant of the result of this review as soon as possible. The expression of disagreement with the handling of a complaint applied to the company in accordance with this provision, nor the review of the method of handling the complaint by the company, does not affect the running of the deadline for submitting a motion to initiate proceedings on objection to the handling of the complaint according to Article 48, which begins on the day of delivery of the handling of the complaint or the futile expiration of the deadline for its settlement determined according to paragraph 1.

##### Article 44

##### Claim made abroad

If the company receives a complaint that was received abroad, the company proceeds similarly according to Articles 40 to 43; the company will notify the person who received the complaint abroad of the discovered facts.

##### Article 45

##### Damages

1. The sender can only assign his right to compensation in writing and only to the addressee. The addressee can assign his right to compensation for damage only in writing and only to the sender.

2. The company will pay the compensation in cash in Czech currency. The person who has the right to compensation for damage (hereinafter referred to as "the injured party " ) is entitled to demand that the compensation be paid to another person designated by him, or that it be paid by transfer to an account designated by him; however, the company is not obliged to pay damages abroad.

3. If the injured party is a legal entity, the company will pay compensation according to the instructions of the organizational unit of the injured party that negotiated with the company about compensation.

4. If the sender is the injured party and his postal address is abroad, the sender is entitled to demand that the company pay the compensation in accordance with paragraphs 2 and 3 in the Czech Republic. If there is no such request and if possible, the company will pay compensation to the sender through a foreign intermediary in foreign currency, following the procedure of Article 144 (postal conditions for postal items abroad).

5. The company shall pay compensation for damage no later than 15 days from the date on which the facts that result in the obligation of the company to pay compensation for damage occurred. This period does not include the time necessary to determine the amount of compensation and to verify its legitimacy.

6. If the company does not fully or partially accept the injured party's claim for compensation, the company shall, no later than 15 days from the date on which the facts relevant to this opinion occurred or were discovered, forward its opinion to the injured party, including its justification, in writing. If the injured party disagrees with the company's position, the company will review its position and inform the injured party of the result of this review as soon as possible.

##### Article 46

##### Refund of the price or part of it

1. If it has been established that as a result of the loss of a postal item, the company is obliged to pay compensation for damage, the company will return the price paid.

2. If it was found that the loss of the postal item was caused by an unavoidable event, the company will refund the price paid.

3. If it was found that the agreed deadline was not met during the delivery of the postal item, the company will return the amount from the paid price according to the price list.

4. If, due to reasons on its part, the company did not provide that part of the postal service, for the provision of which a separate price is indicated in the price list, the company will return this price, if it was paid. This does not apply if the defect has been repaired in the manner specified in the postal conditions.

5. If the postal item was not delivered based on the request pursuant to Article 38, paragraph 1, the company will refund the amount of the price paid according to the price list.

6. If, in the case of an additional service according to Article 20, the postal item was not delivered, the company will return the amount from the paid price according to the price list.

7. If it was found that, due to reasons on the part of the company, a higher price was paid than the one that should have been paid, the company will return the overpayment.

8. As soon as the facts have occurred, from which, according to paragraphs 1 to 7, the obligation of the company to return the paid price or part of it follows, the company will return the price or part of it without delay to the person who paid it to the company .

9. The person to whom the prize or its part is to be returned is entitled to demand that it be paid to another person designated by him, or that it be paid by transfer to an account designated by him; however, the company is not obliged to pay the prize or part of it abroad.

10. If the prize or part of it is to be returned to the sender, while his postal address is abroad, the sender is entitled to demand that the company pays the prize or part of it in accordance with paragraph 9 in the Czech Republic. In the absence of such a request and if possible, the company will refund the price or part of it to the sender through a foreign intermediary in a foreign currency, following the procedure of Article 144 (postal conditions for postal items abroad).

11. If the sender has provided postage stamps, the total value of which exceeds the price of the postal service, the company will not refund the overpayment.

12. If the sender used a cardboard note, envelope or other object with printed postage stamps, the total value of which exceeds the price of the postal service, the company will not refund the overpayment.

13. If the sender used an envelope sold by the company under the label "first day envelope" with postage stamps whose total value exceeds the price of the postal service, the company will not refund the overpayment.

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##### Article 47

##### Corporate responsibility

1. The company is liable for damage incurred during the provision of postal services to the extent stipulated by the Act on Postal Services and postal conditions. The company is responsible for damage that occurred between submission and delivery of the postal item or its return. The company is not responsible for other damages, unless expressly stated otherwise in the postal conditions.

2. The company is not responsible for damage if the content of the postal item is a thing that cannot be.

3. The company is not responsible for non-fulfillment of obligations under the concluded contract

a) due to causes on the part of the sender or recipient,

b) as a result of an unavoidable event,

c) as a result of external circumstances which he did not cause and which he could not detect in the ordinary course of his activity or prevent them with proper care.

4. If the condition according to paragraph 3 letter c), the company is not responsible for non-fulfillment of obligations under the concluded contract as a result of using a document according to Article 23, paragraph 1, which is false or contains false information.

1. Regardless of the material used, jewelry means a decorative item intended to be worn on the body or on clothing, the price of which exceeds CZK 5,000. [↑](#footnote-ref-2)
2. For example, Regulation (EU) 2016/679 of the European Parliament and of the Council, General Regulation on Personal Data Protection, Act No. 500/2004 Coll., Administrative Code, as amended. [↑](#footnote-ref-3)